

**Massachusetts Department of Environmental Protection
Drinking Water Program
Public Notification**

TIER 2 TEMPLATES

The pages that follow contain templates for Tier violations and waterborne disease outbreaks, as listed below. Along with each template are instructions, including the required method of delivery and instructions for completing individual sections of the notice. These templates have been adapted for Massachusetts' public water systems from the EPA and the Association of State Drinking Water Administrators (ASDWA) *Public Notification Handbook*. The EPA/ASDWA *Handbook* provides additional aids to help water systems develop notices for violation situations. An electronic copy of the Public Notification Handbook is available at EPA's web site (www.epa.gov/safewater/pn.html). **Please note that the EPA/ASDWA Handbook templates are non-state specific so Massachusetts's water suppliers are required to use the Massachusetts' version of the templates for compliance purposes.** Electronic copies of the Massachusetts' public notification templates are available on the DEP website <http://www.state.ma.us/dep/brp/dws/publnot.htm>.

Mandatory language on health effects, which must be included exactly as written, is presented in *italics* (310 CMR 22.16 (5)(d)).

You must also include the following italicized language in all notices, where applicable (310 CMR 22.16 (5)(d)). Use of this language does *not* relieve you of your obligation to take steps reasonably calculated to notify all persons served:

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

Templates

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Instructions for Unresolved Total Coliform Notice--Template 2-1

Template on Following Page

Since exceeding the total coliform bacteria maximum contaminant level is a Tier 2 violation, you must provide public notice to persons served as soon as practical but within 30 days after you learn of the violation (310 CMR 22.16(3)(b)). Persistent total coliform problems can be serious. DEP may have more stringent requirements for coliform violations. Check with your regional office of the DEP Drinking Water program to make sure you meet all requirements. You must issue a repeat notice every three months for as long as the violation persists.

Community systems must use one of the following methods (310 CMR 22.16 (3)(c)):

- Hand or direct delivery
- Mail, as a separate notice or included with the bill

Non-community systems must use one of the following methods (310 CMR 22.16 (3)(c)):

- Posting in conspicuous locations
- Hand delivery
- Mail

In addition, both community and non-community systems must use *another* method reasonably calculated to reach others if they would not be reached by the first method (310 CMR 22.16 (3)(c)). Such methods could include newspapers, e-mail, or delivery to community organizations. If you mail, post, or hand deliver, print your notice on letterhead, if available.

The notice on the following page is appropriate for hand delivery or mail. A template appropriate for posting can be found in Chapter 8 of the EPA and Association of State Drinking Water Administrators (ASDWA) *Public Notification Handbook*. If you modify the notice, you must still include all the required elements and leave the health effects language in italics unchanged. This language is mandatory (310 CMR 22.16 (5)(d)).

Description of the Violation

The description of the violation and the MCL vary depending on the number of samples you take. The following table should help you complete the second paragraph of the template.

<u>If You Take Less Than 40 Samples a Month</u>	<u>If You Take More Than 40 Samples a Month</u>
State the number of samples testing positive for coliform. The standard is that no more than one sample per month may be positive.	State the percentage of samples testing positive for coliform. The standard is that no more than five percent of samples may test positive each month.

Corrective Action

In your notice, describe corrective actions you are taking. If you know what is causing the coliform problem, explain this in the notice. Listed below are some steps commonly taken by water systems with total coliform violations. Use one or more of the following actions, if appropriate, or develop your own:

- We are chlorinating and flushing the water system.
- We are increasing sampling for coliform bacteria.
- We are investigating the source of contamination.
- We are repairing the wellhead seal.
- We are repairing the storage tank.
- We will inform you when additional samples show no coliform bacteria.

Make sure to send a copy of each type of notice and a certification that you have met all the public notice requirements to your regional office of the DEP Drinking Water Program and local Board of Health within ten days after issuing the notice (310 CMR 22.15 (3)(b)). It is a good idea to inform your consumers when the violation has been resolved. See Template 1-6 for a "problem corrected" notice template.

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Tests Show Coliform Bacteria in [System] Water

Our water system recently violated a drinking water standard. Although this is not an emergency, as our customers, you have a right to know what happened, what you should do, and what we are doing to correct this situation.

We routinely monitor for the presence of drinking water contaminants. We took [number] samples for coliform bacteria during [month]. [Number/percentage] of those samples showed the presence of coliform bacteria. The standard is that no more than [1 sample per month/5 percent of our samples] may do so.

What should I do?

- **You do not need to boil your water or take other corrective actions.** However, if you have specific health concerns, consult your doctor.
- People with severely compromised immune systems, infants, and some elderly may be at increased risk. These people should seek advice about drinking water from their health care providers. General guidelines on ways to lessen the risk of infection by microbes are available from EPA's Safe Drinking Water Hotline at 1 (800) 426-4791.

What does this mean?

This is not an emergency. If it had been you would have been notified immediately. Total coliform bacteria are generally not harmful themselves. *Coliforms are bacteria which are naturally present in the environment and are used as an indicator that other, potentially-harmful, bacteria may be present. Coliforms were found in more samples than allowed and this was a warning of potential problems.*

Usually, coliforms are a sign that there could be a problem with the treatment or distribution system (pipes). Whenever we detect coliform bacteria in any sample, we do follow-up testing to see if other bacteria of greater concern, such as fecal coliform or *E. coli*, are present. **We did not find any of these bacteria in our subsequent testing.** If we had, we would have notified you immediately. However, we are still finding coliforms in the drinking water.

What happened? What is being done?

[Describe corrective action.]

We are still detecting coliform bacteria. We will inform you when our sampling shows that no bacteria are present. We anticipate resolving the problem within [estimated time frame].

For more information, please contact [name of contact] at [phone number] or [mailing address].

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

This notice is being sent to you by [system].

PWS ID#:

Date distributed:

Instructions for Resolved Total Coliform Notice--Template 2-2

Template on Following Page

Since exceeding the total coliform bacteria maximum contaminant level is a Tier 2 violation, you must provide public notice to persons served as soon as practical but within 30 days after you learn of the violation (310 CMR 22.16 (3)(b)). DEP may have more stringent requirements for coliform violations. Check with your regional office of the DEP Drinking Water program to make sure you meet all requirements.

Community systems must use one of the following methods (310 CMR 22.16 (3)(c)):

- Hand or direct delivery
- Mail, as a separate notice or included with the bill

Non-community systems must use one of the following methods (310 CMR 22.16 (3)(c)):

- Posting in conspicuous locations
- Hand delivery
- Mail

In addition, both community and non-community systems must use *another* method reasonably calculated to reach others if they would not be reached by the first method (310 CMR 22.16 (3)(c)). Such methods could include newspapers, e-mail, or delivery to community organizations. If you mail, post, or hand deliver, print your notice on letterhead, if available.

The notice on the following page is appropriate for hand delivery or mail. However, you may wish to modify it before using it for posting. If you do, you must still include all the required elements and leave the health effects language in italics unchanged. This language is mandatory (310 CMR 22.16 (5)(d)).

Description of the Violation

Make sure that the notice is clear about the fact that the coliform problem has been resolved, and there is no current cause for concern. The description of the violation and the MCL vary depending on the number of samples you take. The following table should help you complete the second paragraph of the template.

<u>If You Take Less Than 40 Samples a Month</u>	<u>If You Take More Than 40 Samples a Month</u>
State the number of samples testing positive for coliform. The standard is that no more than one sample per month may be positive.	State the percentage of samples testing positive for coliform. The standard is that no more than five percent of samples may test positive each month.

Corrective Action

In your notice, describe corrective actions you have taken. Listed below are some steps commonly taken by water systems with total coliform violations. Use one or more of the following actions, if appropriate, or develop your own:

- We have increased sampling for coliform bacteria to catch the problem early if it recurs.
- The well and/or distribution system has been disinfected and additional samples do not show presence of coliform bacteria.

After Issuing the Notice

Make sure to send a copy of each type of notice along with a certification that you have met all the public notice requirements to your regional office of the DEP Drinking Water Program and local Board of Health within ten days after issuing the notice (310 CMR 22.15 (3)(b)).

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Tests Showed Coliform Bacteria in [System] Water

Our water system recently violated a drinking water standard. Although this incident was not an emergency, as our customers, you have a right to know what happened and what we did to correct this situation.

We routinely monitor for drinking water contaminants. We took [number] samples to test for the presence of coliform bacteria during [month]. [Number/percentage] of our samples showed the presence of total coliform bacteria. The standard is that no more than [1 sample per month/5 percent of samples] may do so.

What should I do?

- **You do not need to boil your water or take other corrective actions.** However, if you have specific health concerns, consult your doctor.

People with severely compromised immune systems, infants, and some elderly may be at increased risk. These people should seek advice about drinking water from their health care providers. General guidelines on ways to lessen the risk of infection by microbes are available from EPA's Safe Drinking Water Hotline at 1 (800) 426-4791.

What does this mean?

This is not an emergency. If it had been, you would have been notified immediately. Coliform bacteria are generally not harmful themselves. *Coliforms are bacteria which are naturally present in the environment and are used as an indicator that other, potentially-harmful, bacteria may be present. Coliforms were found in more samples than allowed and this was a warning of potential problems.*

Usually, coliforms are a sign that there could be a problem with the system's treatment or distribution system (pipes). Whenever we detect coliform bacteria in any sample, we do follow-up testing to see if other bacteria of greater concern, such as fecal coliform or *E. coli*, are present. **We did not find any of these bacteria in our subsequent testing, and further testing shows that this problem has been resolved.**

What happened? What was done?

[Describe corrective action.]

For more information, please contact [name of contact] at [phone number] or [mailing address].

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

This notice is being sent to you by [system].

PWS ID#:

Date distributed:

Instructions for Chemical or Radiological MCLs Notice--Template 2-3

Template on Following Page

Since exceeding chemical or radiological maximum contaminant levels (MCLs) is a Tier 2 violation, you must provide public notice to persons served as soon as practical but within 30 days after you learn of the violation (310 CMR 22.16 (3)(b)). You must issue a repeat notice every three months for as long as the violation persists. DEP may have more stringent requirements for MCL violations; e.g., it may require you to provide water from an alternate source. Check with your regional office of the DEP Drinking Water program to make sure you meet all requirements. **Use Template 2-4 for fluoride MCL violations.**

Community systems must use one of the following methods (310 CMR 22.16 (3)(c)):

- Hand or direct delivery
- Mail, as a separate notice or included with the bill

Non-community systems must use one of the following methods (141.203(c)):

- Posting in conspicuous locations
- Hand delivery
- Mail

In addition, both community and non-community systems must use *another* method reasonably calculated to reach others if they would not be reached by the first method (310 CMR 22.16 (3)(c)). Such methods could include newspapers, e-mail, or delivery to community organizations. If you mail, post, or hand deliver, print your notice on letterhead, if available.

The notice on the following page is appropriate for hand delivery or mail. However, you may wish to modify it before using it for posting. If you do, you must still include all the required elements and you may not modify the mandatory health effects language (310 CMR 22.16 (5)(d)).

Corrective Action

In your notice, describe corrective actions you are taking. Do not use overly technical terminology when describing treatment methods. Listed below are some steps commonly taken by water systems with chemical or radiological violations. Use one or more of the following actions, if appropriate, or develop your own:

- We are working with [local/state agency] to evaluate the water supply and researching options to correct the problem. These options may include treating the water to remove [contaminant] or connecting to [system]'s water supply.
- We have stopped using the contaminated well. We have increased pumping from other wells, and we are investigating drilling a new well.
- We will increase the frequency at which we test the water for [contaminant].
- We have since taken samples at this location and had them tested. They show that we meet the standards.

Repeat Notices

If this is an ongoing violation and/or you fluctuate above and below the MCL, you should give the history behind the violation, including the source of contamination, if known. List the date of the initial detection, as well as how levels have changed over time. If levels are changing as a result of treatment, you can indicate this.

After Issuing the Notice

Make sure to send your regional office of the DEP Drinking Water Program and local Board of Health a copy of each type of notice and a certification that you have met all public notification requirements within ten days after issuing the notice (310 CMR 22.15 (3)(b)).

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

[System] Has Levels of [Contaminant] Above Drinking Water Standards

Our water system recently violated a drinking water standard. Although this is not an emergency, as our customers, you have a right to know what happened, what you should do, and what we are doing to correct this situation.

We routinely monitor for the presence of drinking water contaminants. Testing results we received on [date] show that our system exceeds the standard, or maximum contaminant level (MCL), for [contaminant]. The standard for [contaminant] is [MCL]. The average level of [contaminant] over the last year was [level]. *or* [Contaminant] was found at [level].

What should I do?

- **You do not need to use an alternative (e.g., bottled) water supply.** However, if you have specific health concerns, consult your doctor.

What does this mean?

This is not an immediate risk. If it had been, you would have been notified immediately. However, [Insert relevant health effects language from 310 CMR 22.16 - Table 7.]

What happened? What is being done?

[Describe corrective action.] We anticipate resolving the problem within [estimated time frame].

For more information, please contact [name of contact] at [phone number] or [mailing address].

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

This notice is being sent to you by [system].

PWS ID#:

Date distributed:

Instructions for Fluoride MCL Notice--Template 2-4

Template on Following Page

Since exceeding the fluoride maximum contaminant level (MCL) is a Tier 2 violation, you must provide public notice to persons served as soon as practical but within 30 days after you learn of the violation (310 CMR 22.16 (3)(b)). You must issue a repeat notice every three months for as long as the violation persists. **If you exceed the secondary maximum contaminant level of 2 milligrams per liter but not the MCL of 4 milligrams per liter, you must issue a special notice with different health effects language. See page 11 of the EPA and the Association of State Drinking water Administrators (ASDWA) *Public Notification Handbook* or Template 3-2 for more information.**

Community systems must use one of the following methods (310 CMR 22.16 (3)(c)):

- Hand or direct delivery
- Mail, as a separate notice or included with the bill

Non-community systems must use one of the following methods (310 CMR 22.16 (3)(c)):

- Posting in conspicuous locations
- Hand delivery
- Mail

In addition, both community and non-community systems must use *another* method reasonably calculated to reach others if they would not be reached by the first method (310 CMR 22.16 (3)(c)). Such methods could include newspapers, e-mail, or delivery to community organizations. If you mail, post, or hand deliver, print your notice on letterhead, if available.

The notice on the following page is appropriate for hand delivery or mail. However, you may wish to modify it before using it for posting. If you do, you must still include all the required elements and you may not modify the mandatory health effects language (310 CMR 22.16 (5)(d)).

Corrective Action

In your notice, describe corrective actions you are taking. Do not use overly technical terminology when describing treatment methods. Listed below are some steps commonly taken by water systems with fluoride violations. Use one or more of the following actions, if appropriate, or develop your own:

- We are working with DEP to evaluate the water supply and researching options to correct the problem. These options may include treating the water to remove fluoride or connecting to [system]'s water supply.
- We have stopped using the contaminated well. We have increased pumping from other wells, and we are investigating drilling a new well.
- We will increase the frequency at which we test the water for fluoride.
- We have since taken samples at this location and had them tested. They show that we meet the standards.

Repeat Notices

If this is an ongoing violation and/or you fluctuate above and below the MCL, it is a good idea to give the history behind the violation. You should list the date of the initial detection, as well as how levels have changed over time. If levels are changing as a result of treatment you should indicate that fact.

After Issuing the Notice

Make sure to send your regional office of the DEP Drinking Water Program and local Board of Health a copy of each type of notice and a certification that you have met all public notification requirements within ten days after issuing the notice (310 CMR 22.15 (3)(b)).

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

[System] Has Levels of Fluoride Above Drinking Water Standards

Our water system recently violated a drinking water standard. Although this is not an emergency, as our customers, you have a right to know what happened, what you should do, and what we are doing to correct this situation.

We routinely monitor for the presence of drinking water contaminants. Testing results we received on [date] show that our system exceeds the standard, or maximum contaminant level (MCL), for fluoride. The average level of fluoride in samples taken during the last year was [level and units]. The standard for fluoride is that the average of samples taken over the last year may not exceed 4.0 mg/l.

What should I do?

- **Children under the age of nine should use an alternative source of water that is low in fluoride.** In addition, you may want to consult your dentist about whether to avoid dental products containing fluoride. Adults and children over age nine should consult their dentist or doctor and show him/her this notice to determine if an alternate source of water low in fluoride should be used.

What does this mean?

This is not an emergency. If it had been, you would have been notified immediately. Fluoride in small amounts helps prevent tooth decay. However, *some people who drink water containing fluoride in excess of the MCL over many years could get bone disease, including pain and tenderness of the bones. Fluoride in drinking water at half the MCL or greater may cause mottling of children's teeth, usually in children less than nine years old. Mottling, also known as dental fluorosis, may include brown staining and/or pitting of the permanent teeth. This problem occurs only in developing teeth, before they erupt from the gums.* Although it takes many years of exposure to fluoride for bone disease to develop, mottling can occur after a relatively short period of exposure.

What happened? What is being done?

Fluoride contamination is rarely due to human activity. Fluoride occurs naturally in some areas and is found in high concentrations in our source water. [Describe corrective action.] We anticipate resolving the problem within [estimated time frame].

For more information, please contact [name of contact] at [phone number] or [mailing address].

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

This notice is being sent to you by [system].

PWS ID#:

Date distributed:

Instructions for SWTR Failure to Filter Notice--Template 2-5

Template on Following Page

Since surface water treatment technique violations are included in Tier 2, you must provide public notice to persons served as soon as practical but within 30 days after you learn of the violation (310 CMR 22.16 (3)(b)). You must issue a repeat notice every three months for as long as the violation persists.

Community systems must use one of the following methods (310 CMR 22.16 (3)(c)):

- Hand or direct delivery
- Mail, as a separate notice or included with the bill

Non-community systems must use one of the following methods (310 CMR 22.16 (3)(c)):

- Posting in conspicuous locations
- Hand delivery
- Mail

In addition, both community and non-community systems must use *another* method reasonably calculated to reach others if they would not be reached by the first method (310 CMR 22.16 (3)(c)). Such methods could include newspapers, e-mail, or delivery to community organizations. If you mail, post, or hand deliver, print your notice on letterhead, if available.

The notice on the following page is appropriate for hand delivery or mail. However, you may wish to modify it before using it for posting. If you do, you must still include all the required elements and leave the health effects language in italics unchanged. This language is mandatory (310 CMR 22.16 (5)(d)).

Corrective Action

In your notice, describe corrective actions you are taking. Listed below are some steps commonly taken by water systems with surface water treatment technique violations. Use one or more of the following actions, if appropriate, or develop your own:

- Our filtration system needs upgrades to meet the requirements.
- We are installing filtration. We expect that the filtration system will be operational by [month, year].
- We are monitoring for turbidity (cloudiness), disinfectant levels, and the presence of bacteria. We continue to meet the standards for these measurements.

Repeat Notices

For repeat notices, you should state how long the violation has been ongoing and remind consumers of when you sent out the previous notice. If you are making progress in installing filtration, describe it. Alternatively, if funding or other issues are delaying installation, let consumers know.

After Issuing the Violation

Make sure to send your regional office of the DEP Drinking Water Program and local Board of Health a copy of each type of notice and a certification that you have met the public notice requirements within ten days after you issued the notice (310 CMR 22.15 (3)(b)).

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

[System] Does Not Meet Treatment Requirements

Our water system recently violated a drinking water standard. Although this situation does not require that you take immediate action, as our customers, you have a right to know what happened, what you should do, and what we are doing to correct this situation.

On [date], the Massachusetts Department of Environmental Protection (DEP) ordered us to filter the water in addition to disinfecting. We are required to install this filtration because we do not have an adequate watershed control program in place. However, we have not yet installed a filtration system.

What should I do?

- You do not need to boil your water. However, if you have specific health concerns, consult your doctor. A home filter will not necessarily solve the problem, because not all home filters protect against parasites. Call NSF International at 1(800) NSF-8010 or the Water Quality Association at 1(800) 749-0234 for information on appropriate filters.
- People with severely compromised immune systems, infants, and some elderly may be at increased risk. These people should seek advice about drinking water from their health care providers. General guidelines on ways to lessen the risk of infection by microbes are available from EPA's Safe Drinking Water Hotline at 1 (800) 426-4791.

What does this mean?

This is not a situation requiring that you take immediate action. If it had been you would have been notified immediately. We do not know of any cases of contamination. However, until improvements are made, there is an increased chance that disease-causing organisms could contaminate the water supply.

Inadequately treated water may contain disease-causing organisms. These organisms include bacteria, viruses, and parasites which can cause symptoms such as nausea, cramps, diarrhea, and associated headaches. These symptoms, however, are not caused only by organisms in drinking water. If you experience any of these symptoms and they persist, you may want to seek medical advice.

What happened? What is being done?

Filtration is the best method for removing these organisms. [Describe corrective action.]

We anticipate resolving the problem within [estimated time frame]. Until filtration is installed, you will receive a notice similar to this every three months. For more information, please contact [name of contact] at [phone number] or [mailing address].

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

This notice is being sent to you by [system].

PWS ID#:

Date distributed:

Instructions for SWTR Turbidity Exceedance Notice--Template 2-6

Template on Following Page

Since surface water treatment filtration treatment technique violations are included in Tier 2, you must provide public notice to persons served as soon as practical but within 30 days after you learn of the violation (310 CMR 22.16 (3)(b)). This template may also be adapted for use with turbidity MCL violations.

<u>For Exceedances of Single Turbidity Limits</u>	<u>For Exceedances of Monthly Turbidity Limits</u>
<p>You must consult with your regional office of the DEP Drinking Water Program as soon as practical but within 24 hours of learning of the violation. During the consultation, the DEP may choose to elevate your turbidity exceedance to Tier 1. If consultation does not occur, the violation is automatically elevated to Tier 1 (use Template 1-5). For a Tier 2 notice, describe your violation as follows in the second paragraph of the notice:</p> <p>“Normal turbidity levels at our plant are [number] turbidity units. A water sample taken [date] showed levels of [number] turbidity units. This was above the standard of [standard] NTU turbidity units. Because of these high levels of turbidity, there is an increased chance that the water may contain disease-causing organisms.”</p>	<p>Use the following language to describe your violation and insert into the second paragraph of the template:</p> <p>“Water samples for [month] showed that [percentage] percent of turbidity measurements were over [standard] turbidity units - the standard is that no more than 5 percent of samples may exceed [standard] NTU turbidity units per month. The turbidity levels are relatively low. However, their persistence is a concern. Normal turbidity levels at our plant are [number] units.”</p>

Community systems must use one of the following methods (310 CMR 22.16 (3)(c)):

- Hand or direct delivery
- Mail, as a separate notice or included with the bill

Non-community systems must use one of the following methods (310 CMR 22.16 (3)(c)):

- Posting in conspicuous locations
- Hand delivery
- Mail

In addition, both community and non-community systems must use *another* method reasonably calculated to reach others if they would not be reached by the first method (310 CMR 22.16 (3)(c)). Such methods could include newspapers, e-mail, or delivery to community organizations. If you mail, post, or hand deliver, print your notice on letterhead, if available.

The notice on the following page is appropriate for hand delivery or mail. However, you may wish to modify it before using it for posting. If you do, you must still include all the required elements and leave the health effects language in italics unchanged. This language is mandatory (310 CMR 22.16 (5)(d)).

Corrective Action

In your notice, describe corrective actions you are taking. Listed below are some steps commonly taken by water systems with filtration treatment technique violations. Use one or more of the following actions, if appropriate, or develop your own:

- We added chemicals that reduce turbidity.
- We sampled both untreated and treated water for the presence of coliform bacteria.
- We monitored chlorine levels and adjusted them as needed to compensate for the filtration problems.
- We inspected and cleaned the filters.

Make sure to send a copy of each type of notice and a certification that you have met all public notice requirements to your regional office of the DEP Drinking Water Program and local Board of Health within ten days after issuing the notice (310 CMR 22.15 (3)(b)).

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

[System] Did Not Meet Treatment Requirements

Our water system recently violated a drinking water standard. Although this was not an emergency, as our customers, you have a right to know what happened, what you should do, and what we did to correct this situation.

We routinely monitor your water for turbidity (cloudiness). This tells us whether we are effectively filtering the water supply. [Insert appropriate description of the violation from instructions.]

What should I do?

- **You do not need to boil your water or take other actions.** We do not know of any contamination, and none of our testing has shown disease-causing organisms in the drinking water.
- People with severely compromised immune systems, infants, and some elderly may be at increased risk. These people should seek advice about drinking water from their health care providers. General guidelines on ways to lessen the risk of infection by microbes are available from EPA's Safe Drinking Water Hotline at 1 (800) 426-4791.

What does this mean?

Turbidity has no health effects. However, turbidity can interfere with disinfection and provide a medium for microbial growth. Turbidity may indicate the presence of disease causing organisms. These organisms include bacteria, viruses, and parasites which can cause symptoms such as nausea, cramps, diarrhea, and associated headaches. These symptoms are not caused only by organisms in drinking water. If you experience any of these symptoms and they persist, you may want to seek medical advice.

What happened? What was done?

A problem occurred with the treatment system at the water plant. [Describe the reason for high turbidity, corrective actions, and when the system returned or expects to return to compliance.]

For more information, please contact [name of contact] at [phone number] or [mailing address].

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

This notice is being sent to you by [system].

PWS ID#:

Date distributed:

Instructions for SWTR Disinfection Treatment Notices--Template 2-7

Template on Following Page

Since surface water treatment disinfection treatment technique violations are included in Tier 2, you must provide public notice to persons served as soon as practical but within 30 days after you learn of the violation (310 CMR 22.16 (3)(b)). Some disinfection problems may be serious. DEP may have more stringent requirements. Check with your regional office of the DEP Drinking Water program to be sure.

Community systems must use one of the following methods (310 CMR 22.16 (3)(c)):

- Hand or direct delivery
- Mail, as a separate notice or included with the bill

Non-community systems must use one of the following methods (310 CMR 22.16 (3)(c)):

- Posting in conspicuous locations
- Hand delivery
- Mail

In addition, both community and non-community systems must use *another* method reasonably calculated to reach others if they would not be reached by the first method (310 CMR 22.16 (3)(c)). Such methods could include newspapers, e-mail, or delivery to community organizations. If you mail, post, or hand deliver, print your notice on letterhead, if available. If you modify the notice, you must leave the mandatory health effects language in italics unchanged (310 CMR 22.16 (5)(d)).

Description of the Violation

Choose from the following descriptions of violations, and modify to fit your situation.

Contact Time - In order to ensure proper disinfection, water in the treatment plant must be in contact with chlorine or a similar disinfectant for a minimum amount of time. On [date], this did not occur.

Although chlorine quickly kills most bacteria, it is less effective against organisms such as viruses and parasites. For this reason, water needs to mix with chlorine for a longer time period to kill such organisms. The amount of time necessary, or the "contact time," depends on the amount of disinfectant in the water and the temperature of the water.

Disinfectant Residual - We routinely monitor for disinfectant residual in the distribution system. This measurement tells us whether we are effectively disinfecting the water supply. Disinfectant residual is the amount of chlorine or related disinfectant present in the pipes of the distribution system. If the amount of disinfectant is too low, organisms could grow in the pipes.

Monthly exceedance - During the months of _____, disinfectant residual was undetectable in more than 5% of samples. The standard is that disinfectant may be undetectable in no more than 5% of samples each month for two months in a row.

Single exceedance - On [date], disinfectant levels dropped below 0.2 milligrams per liter for ____ hours. The standard is that levels may not drop below 0.2 for more than four hours.

Corrective Action

In your notice, describe corrective actions you are taking. Listed below are some steps commonly taken by water systems with disinfection treatment technique violations. Use one or more of the following actions, if appropriate, or develop your own:

- We are sampling/we sampled both untreated and treated water for the presence of coliform bacteria.
- We are sampling/we sampled disinfectant levels and will adjust/adjusted the amount of disinfectant added as necessary to maintain adequate levels.

Make sure to send a copy of each type of notice and a certification that you have met all the public notice requirements to your regional office of the DEP Drinking Water Program and local Board of Health within ten days after issuing the notice (310 CMR 22.15 (3)(b)).

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

[System] Does/Did Not Meet Treatment Requirements

Our water system recently violated a drinking water standard. Although this situation does not require that you take immediate action, as our customers, you have a right to know what happened, what you should do, and what we are doing to correct this situation.

[Describe the violation - use descriptions from instructions on following page.]

What should I do?

- **You do not need to boil your water or take other corrective actions.** However, if you have specific health concerns, consult your doctor.
- People with severely compromised immune systems, infants, and some elderly may be at increased risk. These people should seek advice about drinking water from their health care providers. General guidelines on ways to lessen the risk of infection by microbes are available from EPA's Safe Drinking Water Hotline at 1 (800) 426-4791.

What does this mean?

This situation does not require that you take immediate action. If it had been, you would have been notified immediately. Tests taken during this same time period did not indicate the presence of bacteria in the water.

Inadequately treated water may contain disease-causing organisms. These organisms include bacteria, viruses, and parasites which can cause symptoms such as nausea, cramps, diarrhea, and associated headaches.

These symptoms, however, are not caused only by organisms in drinking water, but also by other factors. If you experience any of these symptoms and they persist, you may want to seek medical advice.

What happened? What is being done?

[Describe why the violation occurred and corrective action.]

[Disinfectant residual levels/contact times] so far this month have met all requirements.

For more information, please contact [name of contact] at [phone number] or [mailing address].

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

This notice is being sent to you by [system].

PWS ID#:

Date distributed:

Instructions for LCR Failure to Install Corrosion Control--Template 2-8

Template on Following Page

Since lead and copper treatment technique violations are included in Tier 2, you must provide public notice to persons served as soon as practical but within 30 days after you learn of the violation (310 CMR 22.16 (3)(b)). You must issue a repeat notice every three months for as long as the violation persists.

Community systems must use one of the following methods (310 CMR 22.16 (3)(c)):

- Hand or direct delivery
- Mail, as a separate notice or included with the bill

Non-community systems must use one of the following methods (310 CMR 22.16 (3)(c)):

- Posting in conspicuous locations
- Hand delivery
- Mail

In addition, both community and non-community systems must use *another* method reasonably calculated to reach others if they would not be reached by the first method (310 CMR 22.16 (3)(c)). Such methods could include newspapers, e-mail, or delivery to community organizations. If you mail, post, or hand deliver, print your notice on letterhead, if available.

The notice on the following page is appropriate for hand delivery or mail. However, you may wish to modify it before using it for posting. If you do, you must still include all the required elements and leave the health effects language in italics unchanged. This language is mandatory (310 CMR 22.16 (5)(d)).

Explaining the Violation

If the delay in installation is related to outside circumstances, such as funding, you should explain these. Consumers may be more supportive of rate increases or may pressure local authorities to provide funds if they understand the circumstances.

This template is written for systems which are required to install corrosion control after exceeding lead action levels. The Lead and Copper Rule requires some large systems to install corrosion control even if they have never exceeded the lead action level. You may need to modify the template if this applies to you. The following may help you explain the violation:

- This is a treatment violation, but it does not mean there is lead in your drinking water. However, it is important that we take measures to control lead levels in the water, because ingesting lead can cause serious health consequences.

Corrective Action

In your notice, describe corrective actions you are taking. Use the following language, if appropriate, or develop your own:

- We conducted a lead public education program in [month, year]. You should have received a brochure explaining in more detail steps you can take to reduce exposure until corrosion control is in place.

If consumers ask for information on testing their water, you should have on hand the names of laboratories consumers can call. Tell consumers to call NSF International at 1(800) NSF-8010 or the Water Quality Association at 1(800) 749-0234 for information on appropriate filters. For more information on lead, have consumers call the EPA Safe Drinking Water Hotline at 1(800) 426-4791 or the National Lead Information Center Hotline 1(800) LEAD-FYI.

Make sure to send your regional office of the Drinking Water Program a copy of each type of notice and a certification that you have met all the public notice requirements within ten days after issuing the notice (310 CMR 22.15 (3)(b)).

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

[System] Water Contains High Levels of Lead

Our water system recently violated a drinking water standard. Even though this is not an emergency, as our customers, you have a right to know what happened, what you should do, and what we are doing to correct this situation.

We routinely sample water at consumers' taps for lead. The tests show lead levels in the water above the limit, or "action level," so we are required to install corrosion control treatment. This treatment helps prevent lead in the pipes from dissolving into the water. Corrosion control should have been installed by [date], but installation is incomplete.

What should I do?

Listed below are some steps you can take to reduce your exposure to lead:

- Call us at the number below to find out how to get your water tested for lead.
- Find out whether your pipes contain lead or lead solder.
- Run your water for 15-30 seconds or until it becomes cold before using it for drinking or cooking. This flushes any standing lead from the pipes.
- Don't cook with or drink water from the hot water tap; lead dissolves more easily into hot water.
- **Do not boil your water to remove lead.** Excessive boiling water makes the lead more concentrated - the lead remains when the water evaporates.

What does this mean?

Typically, lead enters water supplies by leaching from lead or brass pipes and plumbing components. New lead pipes and plumbing components containing lead are no longer allowed for this reason; however, many older homes may contain lead pipes. Your water is more likely to contain high lead levels if water pipes in or leading to your home are made of lead or contain lead solder.

Infants and children who drink water containing lead in excess of the action level could experience delays in their physical or mental development. Children could show slight deficits in attention span and learning abilities. Adults who drink this water over many years could develop kidney problems or high blood pressure.

What happened? What is being done?

[Describe corrective action.]

This is not an emergency. If it had been, you would have been notified immediately. Corrosion control will be in place by [date].

For more information, please contact [name of contact] at [phone number] or [mailing address].

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

This notice is being sent to you by [system].

PWS ID#:

Date distributed:
